Safety Culture

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Organizational Factors Influence Safety

Deficient Safety Cultures across many socio-technical industries have been a major factor in organizational accidents

What is Safety Culture?

"The collective set of attitudes, values, norms and beliefs that an operator's employees and contractors personnel share with respect to risk and safety."

"A positive safety culture is essential to safety performance **regardless** of operators' size or sophistication."
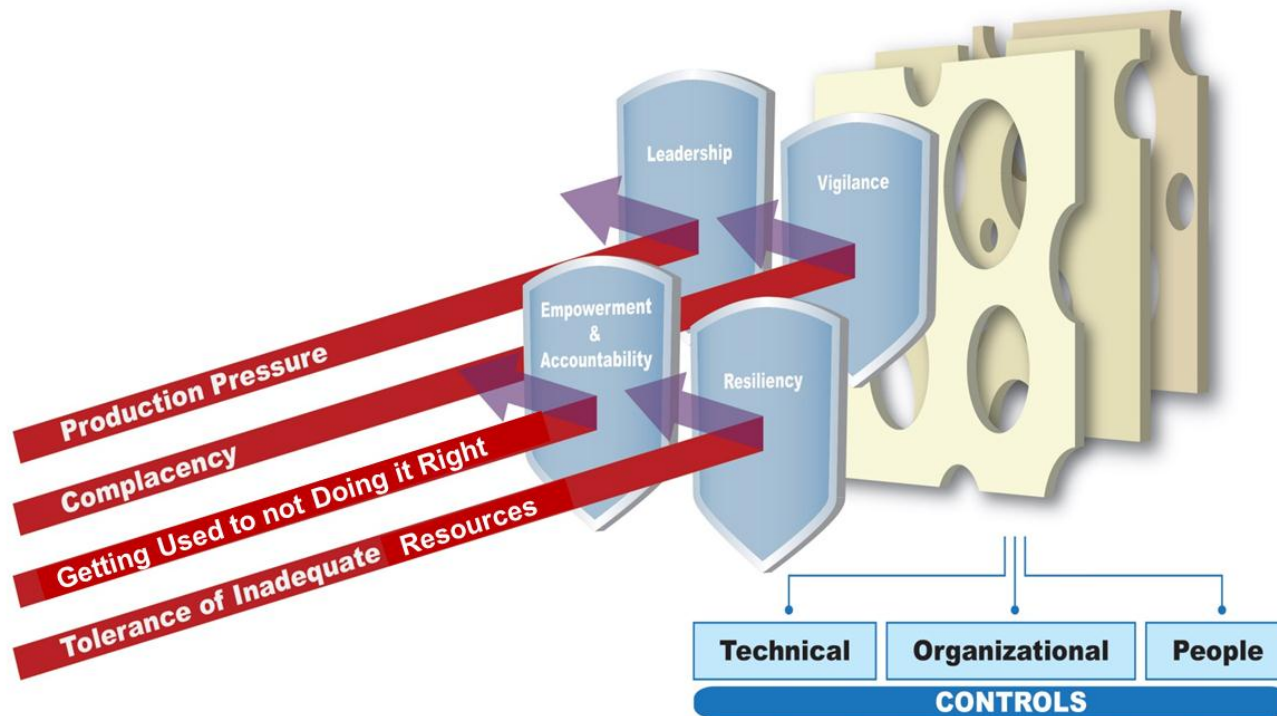
Safety Culture

Maintaining a positive safety culture requires continual diligence throughout the organization to <u>notice</u> and <u>address</u> issues including:

- Complacency

- Normalization of deviance

- Production Pressure

- Fear of Reprisal

- Over Confidence

- Tolerance of inadequate systems and resources

Safety Culture Threats
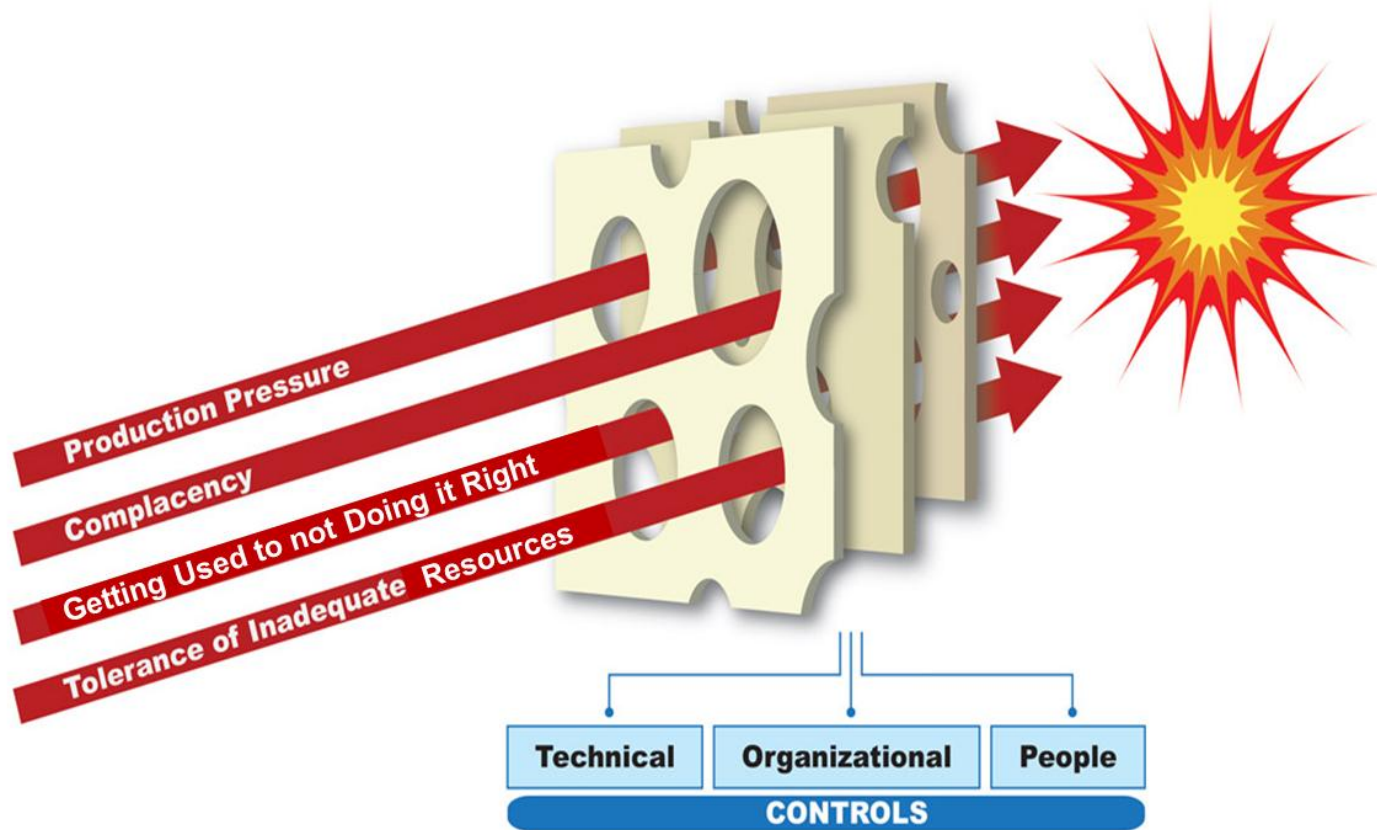
Safety Culture
Defense

Indicators of a positive safety culture…

The Pipeline Company/Operator:

- Embraces safety (personnel, public and asset) as core value,

- Ensures everyone understands the organization's safety goals,

- Fosters systematic consideration of risk, including what can go wrong,

- Inspires, enables, and nurtures change when necessary,

- Allocates adequate resources to ensure individuals can successfully accomplish their PSMS responsibilities,

- Encourages employee engagement and ownership,

- Fosters mutual trust at all levels, with open and honest communication,

- Promotes a questioning and learning environment,

- Reinforces positive behaviors and why they are important,

- Encourages two-way conversations about learnings and commits to apply them throughout the organization, and

- Encourages non-punitive reporting and ensures timely response to reported issues.

Safety Culture – In the Organization

Every organization has a safety culture, operating at one level or another. The challenges to the leadership of an organization are to:

1. Determine the level at which the safety culture currently functions

2. Decide where they wish to take the culture

3. Chart and navigate a path from here to there

Evaluation of Safety Culture

- Perception

  - Questionnaires (surveys)

  - Interviews

  - Focus Groups

- Effectiveness of Safety Culture Foundation

  - Observations

  - Audits

PIPELINE SAFETY
make it personal!

SAFETY STAND DOWN
Agenda

Welcome and Opening Remarks:
- Gas Company Vice President of Operations
    - Explain the purpose of the Safety Stand Down
    - Explain the Company's commitment to pipeline safety
    - Note Safety must be put before production
    - Comment on Virginia's Enhanced OQ to properly qualify the workforce

- Contractor's Executive/Safety Director
    - Explain the Company's commitment to pipeline safety
    - Empower employees to put safety before production

- Commission staff
    - Explain commitment to working with all to advance pipeline safety

- Safety Champion / Testimonial
    - Find someone from the gas company / contractor workforce that can speak on how personal he/she takes pipeline safety

Recent Pipeline Accidents:
(show videos of recent accidents)

Review of Inspections/Audit Results and Case Studies

Survey To See Why We Still See These Issues

Break Out Sessions: what shall they be?

Follow Up Plans:

Recognition:

Safety Stand Down

Don't let this be your organization's Safety Culture

Questions?

"A positive safety culture can exist
with a formal PSMS,
but an effective PSMS <u>cannot</u> exist
without a positive safety culture."

"<u>Safety Culture is the glue</u>"